

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: AT&T

Vendor website: <http://tex-anng.com/>

Service Area: Voice

Category: VoIP

IP Toll Free - Inbound

AT&T IP Toll-Free is a managed Voice over IP communication solution that supports inbound toll-free calling on your data network giving you toll-free service for your U.S. sites. Toll-Free calls originate in the PSTN network and are transported over the AT&T MPLS network for delivery via an IP access facility. IP Toll-Free works with your premise equipment to support your IP Telephone and Call Center applications. It works with your traditional toll-free service to enable your voice traffic to route easily between IP and nodal terminations. AT&T deploys fully configured gateway routers at your sites that transport both voice and data traffic.

* This is a DIR billed service

SERVICE DELIVERY SLA

Quote Request

2 Business Days

Installation Interval

Minimum of 45 Business Days

Disconnect

31 Calendar Days

Service Term

24 Months

NOTE: DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability

99.95%

Mean Time to Repair (MTTR)

4 Hours / Incident, 8 hours / incident if dispatch is required

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

Customer must have an IP capable PBX.

Please contact your local AT&T representative to assist with solution design.

* A 12% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.

AT&T IP Toll-Free Service Pricing

Note: Installations requiring DMARC Extension will incur additional charges.

Note: Non-Recurring Charges cannot be waived for the services in this category.

| Item | MRC | MRC Description | NRC | NRC Description |
|---|-------------|--|--------|---------------------------------|
| IP Toll Free - Texas | \$0.019040 | IP Toll Free Inbound | | |
| IP Toll Free - US Nationwide - Interstate | \$0.019040 | IP Toll Free Inbound | | |
| Site Setup Fee | | | \$0.00 | IP Toll Free per site |
| VoIP Module Card: MIS T1 VoMIS12 - 12 or less CC | \$0.000000 | IP Toll Free per concurrent call | | |
| VoIP Module Card: MIS T1 VoMIS24 - 13 to 24 CC | \$0.000000 | IP Toll Free per concurrent call | | |
| VoIP Module Card: MIS T1 VoMIS48 - 25 to 48 CC | \$0.000000 | IP Toll Free per concurrent call | | |
| VoIP Module Card: MIS T3 - up to 672 CC | \$0.000000 | IP Toll Free per concurrent call | | |
| IP Toll Free Features | | | | |
| Item | MRC | MRC Description | NRC | NRC Description |
| Transfer Connect Courtesy Transfer | \$31.360000 | IP Toll Free Features per concurrent call | | |
| IP InfoPack - Standard | \$23.520000 | IP Toll Free Features per concurrent call | | |
| IP InfoPack - Redirect - Set Up | \$0.000000 | | \$0.00 | IP InfoPack - Redirect - Set Up |
| IP InfoPack - Redirect without Data Forwarding 0 - 5,000 | \$0.067200 | IP Toll Free Features per redirect attempt | | |
| IP InfoPack - Redirect without Data Forwarding 5,001 - 10,000 | \$0.062720 | IP Toll Free Features per redirect attempt | | |
| IP InfoPack - Redirect without Data Forwarding 10,001+ | \$0.058240 | IP Toll Free Features per redirect attempt | | |
| IP InfoPack - Redirect with Data Forwarding 0 - 5,000 | \$0.085120 | IP Toll Free Features per redirect attempt | | |
| IP InfoPack - Redirect with Data Forwarding 5,001 - 10,000 | \$0.080640 | IP Toll Free Features per redirect attempt | | |
| IP InfoPack - Redirect with Data Forwarding 10,001+ | \$0.076160 | IP Toll Free Features per redirect attempt | | |

AT&T IP TOLL-FREE (INBOUND)

AT&T IP Toll-Free Inbound Long Distance Service area is available nationwide.